Company Name:	Happy Valley Telephone Company	U#: 1021	Report Year:	2016
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Total Company	

													REVISED			
			Date filed				Date filed			Date filed		Date filed				
	Measurement (Compile n	nonthly file quarterly)		(05/16/2016)			(08/15/2016)			(11/15/2016)		(03/06/2017)				
	measurement (compile i	nontiny, me quarterly,	-	1st Quarter		_	2nd Quarter			3rd Quarter			4th Quarter			
		TT 4 1 11 11 11 11 11 11 11 11 11 11 11 11	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec		
Installation Interv	/al	Total # of business days	75	71	55	92	75	73	79	36	66	51	75	45		
Min. standard = 5 l	bus. days	Total # of service orders	25	29	27	49	44	23	26	13	31	12	20	13		
		Avg. # of business days  Total # of installation commitments	3.00	2.45	2.04	1.88	1.70	3.17	3.04	2.77	2.13	4.25	3.75	3.46		
In stallation Comm			25	29	27	49	44	23	26	13	31	12	20	13		
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	25	29	27	48	44	23	26	13	31	11	20	13		
IVIIII. Standard = 95	5% Communent met	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	1	0	0		
Customers		% of commitment met	100%	100%	100%	98%	100%	100%	100%	100%	100%	92%	100%	100%		
Customers		Acct # for voice or bundle, res+bus								2,127	2,117	2034	2027	2022		
Customer Trouble	e Report															
6% (6 per 100 working lines for		Total # of working lines														
units w/ ≥ 3,000 lines)		Total # of trouble reports														
ard		% of trouble reports														
Standard	8% (8 per 100 working lines for	Total # of working lines	2446	2433	2427	2422	2407	2396	2394	2381	2374	2,352	2,344	2,335		
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	45	28	32	36	43	24	22	4	17	26	16	27		
Min.	,	% of trouble reports	1.84%	1.15%	1.32%	1.49%	1.79%	1.00%	0.92%	0.17%	0.72%	1.11%	0.68%	1.16%		
	10% (10 per 100 working lines	Total # of working lines														
	for units w/ ≤ 1,000 lines)	Total # of trouble reports														
101 units w/ 2 1,000 inies)		% of trouble reports														
·		Total # of outage report tickets	29	14	13	14	8	7	6	3	10	20	8	12		
Adiustod		Total # of repair tickets restored in ≤ 24hrs	28	13	13	14	8	6	5	2	10	18	8	11		
Adjusted Out of Service Re	enort	% of repair tickets restored ≤ 24 Hours	96.55%	92.86%	100.00%	100.00%	100.00%	85.71%	83.33%	66.67%	100.00%	90.0%	100.0%	91.7%		
Min. standard = 90	-	Sum of the duration of all outages (hh:mm)	160.85	74.55	32.15	53.55	52.25	56.23	42.25	34.16	22.62	195.07	29.63	123.02		
William Starlage G	7,0 Willim 2 1 Till 0	Avg. outage duration (hh:mm)	5.55	5.33	2.47	3.83	6.53	8.03	7.04	11.39	2.26	9.75	3.70	10.25		
		Indicate if catastrophonc event is in a month								No	No	No	No	No		
		Total # of outage report tickets								3	10	20	8	12		
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	7	13	5	9		
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours								0.00%	70.00%	65.0%	62.5%	75.0%		
		Sum of the duration of all outages (hh:mm)								168.8	296.67	542.23	267.62	298.52		
		Avg. outage duration (hh:mm)								56.27	29.67	27.1	33.5	24.9		
Refunds		Number of customers who received refunds								6	0	0	3	1		
		Monthly amount of refunds								\$ 130.53	\$ -	\$ -	\$ 120.35	\$ 9.70		
Answer Time (Tro	uble Reports, Billing & Non-Billing)															
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing										_				
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent														
		%<_60 seconds														

**Primary Utility Contact Information** 

Name: Gail Long Fnone: 341-310-6210 Email: Gail.long@tostelecom.com	Name: Gail Long	Phone: 541-516-8210	Email: Gail.long@tdstelecom.com
---	-----------------	---------------------	---------------------------------

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Happy Valley Telephone Company	/	•			U#:	1010	ı		Report Ye	ear:	•	
Reporting Unit T	ype:	☐ Total Company ☐ Exchange ☐ Wire Ce				Reporting Unit Name:			Igo				•	
	Measurement (Compile m	onthly, file quarterly)	Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) <b>2nd Quarter</b>				Date filed (11/15/2016 <b>3rd Quarte</b>	6)		Date filed (xx/xx/xxxx) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	1	20	4	8	7	12	9	1	6	6	7	4
Installation Interva		Total # of service orders	1	2	2	1	3	4	2	1	2	2	3	1
Min. standard = 5 b	us. days	Avg. # of business days	1.00	10.00	2.00	8.00	2.33	3.00	4.50	1.00	3.00	3.00	2.33	4.00
		Total # of installation commitments	1	2	2	1	3	4	2	1	2	2	3	1
Installation Comm	itment	Total # of installation commitment met	1	2	2	1	3	4	2	1	2	2	3	1
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	10070	70070	10070	100,0	70070			357	355	341	338	339
<b>Customer Trouble</b>	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
<del>,</del>	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		·												
an	8% (8 per 100 working lines for	Total # of working lines											<u> </u>	
ŭ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min.		% of trouble reports												
≥	10% (10 per 100 working lines	Total # of working lines	403	401	398	398	397	393	397	390	389	388	386	384
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	7	8	6	12	2	5	1	2	15	1	3
,		% of trouble reports	1.74%	1.75%	2.01%	1.51%	3.02%	0.51%	1.26%	0.26%	0.51%	3.87%	0.26%	0.78%
		Total # of outage report tickets	5	4	5	3	4	0	3	1	2	12	1	3
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	3	5	3	4	0	2	1	2	11	1	3
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	80.00%	75.00%	100.00%	100.00%	100.00%	#DIV/0!	66.67%	100.00%	100.00%	91.67%	100.00%	100.00%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	62.78	41.85	10.13	5.97	41.2	0	33.53	6.8	5.07	84	5.12	15.48
		Avg. outage duration (hh:mm)	12.56	10.46	2.03	1.99	10.30	#DIV/0!	11.18	6.80	2.54	7.00	5.12	5.16
		Indicate if catastrophonc event is in a month								No	No	No	No	No
		Total # of outage report tickets								1	2	12	1	3
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	2	8	0	3
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours								0.00%	100.00%	66.67%	0.00%	100.00%
		Sum of the duration of all outages (hh:mm)								25.36	22.6	281.3	26.06	50.22
		Avg. outage duration (hh:mm)								25.36	11.30	23.44	26.06	16.74
Refunds		Number of customers who received refunds								1	0	0	2	0
		Monthly amount of refunds								\$ 10.44	\$ -	\$ -	\$ 93.50	\$ -
Answer Time (Troul	ble Reports, Billing & Non-Billing)												1	
· ·	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											1	
	<del></del>													
llive agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds												
		1	<b>D</b>		O a m t = - t !	f	1						ı	I
			Prim	nary Utility										
	Name				Phone:					Email:				

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

U#:

1010

Report Year:

2016

Happy Valley Telephone Company

Reporting Unit Type:			enter				Reporting	J Unit Nam	e:	Minersvill	е			
	Measurement (Compile m	onthly, file quarterly)		Date filed (05/16/2016 <b>1st Quarte</b>	<u> </u>		Date filed (08/15/2016 2nd Quarte	,		Date filed (11/15/2016 <b>3rd Quarte</b>	<u> </u>	Date filed (xx/xx/xxxx) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	0	1	0	7	3	0	0	0	0	1	5	0
Min. standard = 5 bus	a days	Total # of service orders	0	1	0	5	3	0	0	0	0	1	3	0
IVIIII. Standard = 5 bus	s. days	Avg. # of business days	#DIV/0!	1.00	#DIV/0!	1.40	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.00	1.67	#DIV/0!
		Total # of installation commitments	0	1	0	5	3	0	0	0	0	1	3	0
Installation Commitr	ment	Total # of installation commitment met	0	1	0	5	3	0	0	0	0	1	3	0
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	#DIV/0!	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!
Customers		Acct # for voice or bundle, res+bus								73	73	70	70	69
Customer Trouble R	eport	·												
C0/ /C non 400 working lines for		Total # of working lines												
6% (6 per 100 working lines for		Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
la n	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines	108	108	107	105	108	111	111	111	111	108	105	108
_	10% (10 per 100 working lines		3	0	1	3	2	2	0	0	2	0	2	1
	for units w/ ≤ 1,000 lines)	Total # of trouble reports		~	'				_			·		0.000/
		% of trouble reports	2.78%	0.00%	0.93%	2.86%	1.85%	1.80%	0.00%	0.00%	1.80%	0.00%	1.90%	0.93%
		Total # of outage report tickets	2	0	1	0	1	2	0	0	0	0	1	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	2	0 #DIV/0!	100.000/	0 #DIV/0!	100.000/	2	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	100.000/	0
Out of Service Repo	rt	·	100.00%		100.00%		100.00%	100.00%					100.00%	#DIV/0!
Min. standard = 90%	within 24 hrs	Sum of the duration of all outages (hh:mm)	7.53	0 #DIV/0!	1.88	0 #DIV/0!	2.18	34.55	0 #DIV/OI	0 #DIV/0!	0 #DIV/01	0 #DIV/0!	5.38	0 #DIV/0I
		Avg. outage duration (hh:mm)  Indicate if catastrophonc event is in a month	3.77	#DIV/U!	1.88	#DIV/U!	2.18	17.28	#DIV/0!	#DIV/0!	#DIV/0! No		5.38 No	#DIV/0!
										0	0	No	INO 4	No
		Total # of outage report tickets								<u> </u>	-	0	0	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	0	, ,	Ŭ	0
Out of Service Repo	rt	% of repair tickets restored ≤ 24 Hours								#DIV/0!	#DIV/0!	#DIV/0!	0.00%	#DIV/0!
		Sum of the duration of all outages (hh:mm)								0	0	0	172.12	0
		Avg. outage duration (hh:mm)								#DIV/0!	#DIV/0!	#DIV/0!	172.12	#DIV/0!
Refunds		Number of customers who received refunds										0	0	0
		Monthly amount of refunds										\$ -	\$ -	\$
Answer Time (Trouble	e Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
,		%< 60 seconds												
	Namo		Prim	nary Utility	Contact In					<b>E</b> mail∙				

Date Adopted: 7/28/09

Company Name:

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Total Company Exchange Wire C  e monthly, file quarterly)  Total # of business days  Total # of service orders  Avg. # of business days	(	<u> </u>			Reporting  Date filed	Unit Nam	e:	Olinda				<u>.</u>
Total # of business days Total # of service orders Avg. # of business days		(05/16/2016			Date filed			Data filed				
Total # of service orders  Avg. # of business days		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed 11/15/2016		Date filed (xx/xx/xxxx) 4th Quarter		
Total # of service orders  Avg. # of business days		Feb		Apr	May	Jun	July	3rd Quarte Aug	Sept	Oct	Nov	Dec
Avg. # of business days	72	42	41	66	56	38	51	22	52	29	49	32
· ·	22	21	17	33	32	13	21	10	23	6	12	9
	3.27	2.00	2.41	2.00	1.75	2.92	2.43	2.20	2.26	4.83	4.08	3.56
Total # of installation commitments	22	21	17	32	32	13	21	10	23	6	12	9
Total # of installation commitment met	22	21	17	33	32	13	21	10	23	5	12	9
Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	1	0	0
% of commitment met	100%	100%	100%	97%	100%	100%	100%	100%	100%	83%	100%	100%
Acct # for voice or bundle, res+bus								1360	1354	1300	1296	1294
Total # of working lines												
Total # of trouble reports												
% of trouble reports												
for Total # of working lines	1507	1501	1495	1490	1479	1469	1463	1462	1455	1449	1445	1439
for Total # of working lines Total # of trouble reports	26	13	14	21	22	13	11	2	12	9	10	17
% of trouble reports	1.73%	0.87%	0.94%	1.41%	1.49%	0.88%	0.75%	0.14%	0.82%	0.62%	0.69%	1.18%
Total # of working lines	111070	0.0.70	0.0.70	,0	111070	0.0070	011 0 70	011170	0.0270	0.0270	0.0070	
es <del></del>												
Total # of trouble reports												
% of trouble reports										_		_
Total # of outage report tickets	19	4	4	8	2	2	1	1	7	7	4	7
Total # of repair tickets restored in ≤ 24hrs	19	4	4	8	2	2	1	0	7	6	4	7
% of repair tickets restored ≤ 24 Hours  Sum of the duration of all outages (hh:mm)	100.00% 82.55	100.00%	9.82	100.00%	100.00%	100.00%	100.00%	0.00% 26.13	100.00% 15.87	85.71% 104.18	100.00% 9.57	100.00%
Avg. outage duration (hh:mm)	4.34	13.48 3.37	2.46	23 2.88	3.53 1.77	4.73 2.37	1.48 1.48	26.13	2.27	14.88	2.39	26.05 3.72
Indicate if catastrophonc event is in a month	4.34	3.31	2.40	2.00	1.77	2.31	1.40	No	No	No	2.39 No	No
Total # of outage report tickets								1	7	7	110	7
Total # of oddage report tickets  Total # of repair tickets restored in ≤ 24hrs								0	- '	-	4	-
% of repair tickets restored ≤ 24 Hours								0	5	5	4	5
· · · · · · · · · · · · · · · · · · ·								0.00%	71.43%	71.43%	100.00%	71.43%
Sum of the duration of all outages (hh:mm)								50.11	157.55	233.67	14.87	120.73
Avg. outage duration (hh:mm)								50.11	22.51	33.38	3.72	17.25
											_	1
								\$ 39.19	\$ -	\$ -	\$ -	\$ 9.70
Total # of calls for TR, Billing & Non-Billing												
Total # of call seconds to reach live agent												
%<_60 seconds												
		Monthly amount of refunds  Total # of calls for TR, Billing & Non-Billing  Total # of call seconds to reach live agent	Monthly amount of refunds  Total # of calls for TR, Billing & Non-Billing  Total # of call seconds to reach live agent	Monthly amount of refunds  Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	Monthly amount of refunds  Total # of calls for TR, Billing & Non-Billing  Total # of call seconds to reach live agent	Monthly amount of refunds  Total # of calls for TR, Billing & Non-Billing  Total # of call seconds to reach live agent	Monthly amount of refunds  Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	Monthly amount of refunds  Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	Monthly amount of refunds \$39.19  Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	Monthly amount of refunds \$39.19 \$-  Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	Monthly amount of refunds \$39.19 \$ - \$ -  Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	Monthly amount of refunds \$39.19 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$

Phone:

Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name: Reporting Unit Type:		Happy Valley Telephone Compan	у	-			U#:	1010		Report Year:			2016		
		☐ Total Company ☑ Æxchange ☐ Wire Ce	enter				Reporting	J Unit Nam	e:	Platina					
	Measurement (Compile m	onthly, file quarterly)	Date filed (05/16/2016) <b>1st Quarter</b>			Date filed (08/15/2016) 2nd Quarter				Date filed	<i>'</i>	Date filed (xx/xx/xxxx) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	July	3rd Quarte Aug	Sept	Oct	Nov	Dec	
		Total # of business days	1	2	3	1	3	3	0	0	4	0	0	1	
Installation Interval		Total # of service orders	1	2	3	1	2	1	0	0	2	0	0	1	
Min. standard = 5 bu	s. days	Avg. # of business days	1.00	1.00	1.00	1.00	1.50	3.00	#DIV/0!	#DIV/0!	2.00	#DIV/0!	#DIV/0!	1.00	
		Total # of installation commitments	1	2	3	1	2	1	0	0	2	0	0	1	
Installation Commit	tment	Total # of installation commitment met	1	2	3	1	2	1	0	0	2	0	0	1	
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	1	
		% of commitment met	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	
Customers		Acct # for voice or bundle, res+bus								68	67	65	65	63	
Customer Trouble F	Report	·													
		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
-	units w/ ≥ 3,000 lines)	'													
arc		% of trouble reports													
Standard	8% (8 per 100 working lines for	Total # of working lines													
Sts	units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
Min	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports													
Σ	100/ (10 per 100 working lines	Total # of working lines	111	110	113	112	108	108	108	107	107	105	104	102	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	7	0	1	3	3	0	0	0	0	0	1	
	ioi units w/ \(\frac{1}{2}\) i,000 lines)	% of trouble reports	2.70%	6.36%	0.00%	0.89%	2.78%	2.78%	0.00%	0.00%	0.00%	0.00%	0.00%	0.98%	
<u> </u>		Total # of outage report tickets	0	5	0	0	0	2	0	0	0	0	0	1	
A directord		Total # of repair tickets restored in ≤ 24hrs	0	5	0	0	0	2	0	0	0	0	0	1	
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	
Out of Service Repo Min. standard = 90%		Sum of the duration of all outages (hh:mm)	0	16.97	0	0	0	13.9	0	0	0	0	0	4.73	
	5 WICHIT 24 THS	Avg. outage duration (hh:mm)	#DIV/0!	3.39	#DIV/0!	#DIV/0!	#DIV/0!	6.95	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.73	
		Indicate if catastrophonc event is in a month								No	No	No	Nov	No	
		Total # of outage report tickets								0	0	0	0	1	
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	0	0	0	1	
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours								#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	
		Sum of the duration of all outages (hh:mm)								0	0	0	0	4.73	
		Avg. outage duration (hh:mm)								#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.73	
Refunds		Number of customers who received refunds								0	0	0	0	0	
		Monthly amount of refunds								\$ -	\$ -	\$ -	\$ -	\$ -	
Answer Time (Troubl	le Reports, Billing & Non-Billing)														
,	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
	option to reach live agent).	Total # of call seconds to reach live agent													
iive agent (w/a mena	option to reach live agenty.	%< 60 seconds				<del>                                     </del>									
		70 <u>&lt; 00 30001103</u>													
		1					l	l							
			Prim	ary Utility	Contact In	nformation									
Name:				Phone:						Email:				_	

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Happy Valley Telephone Company		•			U#:	1010	Report Year:					
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Ce	enter	Reporting Unit Nam						Trinity Ce	nter			
	Measurement (Compile me	onthly, file quarterly)		Date filed (05/16/2016)  1st Quarter		Date filed (08/15/2016) <b>2nd Quarter</b>				Date filed 11/15/2016 3rd Quarte	, ,			
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	1	6	7	10	6	20	19	13	4	15	14	8
Installation Interva		Total # of service orders	1	3	5	9	4	5	3	2	4	3	2	2
Min. standard = 5 bi	us. days	Avg. # of business days	1.00	2.00	1.40	1.11	1.50	4.00	6.33	6.50	1.00	5.00	7.00	4.00
		Total # of installation commitments	1	3	5	9	4	5	3	2	4	3	2	2
Installation Commi	itment	Total # of installation commitment met	1	3	5	9	4	5	3	2	4	3	2	2
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus								269	268	258	258	257
<b>Customer Trouble</b>	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
-	units w/ ≥ 3,000 lines)	'												
Standard		% of trouble reports												
Pu Pu	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min.	unito W/ 1,001 2,000 iii100)	% of trouble reports												
Σ		Total # of working lines	317	313	314	317	315	315	315	311	312	302	304	302
	10% (10 per 100 working lines	Total # of trouble reports	6	1	9	5	4	4	6	1	1	2	3	5
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.89%	0.32%	2.87%	1.58%	1.27%	1.27%	1.90%	0.32%	0.32%	0.66%	0.99%	1.66%
		Total # of outage report tickets	3	1	3	3	1	1	2	1	1	1	2	1
A discount		Total # of repair tickets restored in ≤ 24hrs	3	1	3	3	1	1	2	1	1	1	2	1
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Out of Service Rep Min. standard = 90%		Sum of the duration of all outages (hh:mm)	7.98	2.25	10.32	12.65	5.33	3.05	7.23	1.23	1.68	6.88	9.57	76.75
IVIIII. Staridard = 907	70 WILLIII 24 1115	Avg. outage duration (hh:mm)	2.66	2.25	3.44	4.22	5.33	3.05	3.62	1.23	1.68	6.88	4.79	76.75
		Indicate if catastrophonc event is in a month								No	No	No	No	No
		Total # of outage report tickets								1	1	1	2	1
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	0	0	1	0
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours								0.00%	0.00%	0.00%	50.00%	0.00%
		Sum of the duration of all outages (hh:mm)								93.32	116.53	27.25	54.57	122.85
		Avg. outage duration (hh:mm)								93.32	116.53	27.25	27.29	122.85
Refunds		Number of customers who received refunds								3	0	0	1	0
		Monthly amount of refunds								\$ 80.90	\$ -	\$ -	\$ 26.85	\$ -
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
<b>5</b> (	,	%< 60 seconds												
		•	Prim	ary Utility	Contact In	formation								
	Name:		_		Phone:					Email:				

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)